

# Our Commitment to Quality

OEM S.r.l. places quality at the core of every design, production, and organizational decision.

For us, quality means precision, reliability, compliance with standards, customer focus, and continuous improvement. It is **a daily, non-negotiable commitment** that guides every stage of the product lifecycle.

Quality is how we build trust — inside and outside the company.

Built to Connect

Apr. 2025

# Strategic Objectives

- Meet customer requirements by delivering tailored, compliant solutions
- Adhere to all applicable technical and industry regulations
- Maintain active and effective certified management systems
- Monitor performance and act promptly in case of deviations
- Prevent defects and complaints through a proactive, systemic approach
- Promote individual accountability and a company-wide quality culture
- Engage suppliers and partners in control and improvement processes



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# Actions Already Underway

OEM S.r.l. has implemented a structured quality control plan covering every phase of the process: from technical design to production, final inspection, and delivery.

- Each wire harness is 100% tested on internally designed testing benches, customized according to customer and product specifications.
- All departments use certified tools, operational checklists, and standardized instructions to ensure repeatability and reliability.
- We continuously monitor complaints, near misses, scrap rates, and performance indicators (KPIs) to identify areas for improvement and take prompt action.
- OEM is certified according to ISO 9001 and EN 9100 standards and is actively working to progressively expand compliance with other international sector-specific standards, as required by clients or target markets.



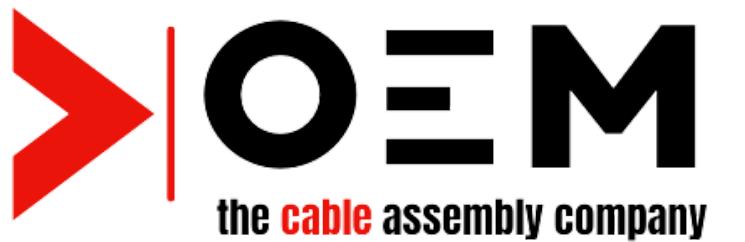
# A Guide for Every Choice

This document is a **practical guide** that helps us get things right – the first time.

Every decision, large or small, can affect customer satisfaction, product safety, and our reputation. That's why quality is everyone's responsibility.



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# THANK YOU

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